

North Dakota Energy Star Appliance Rebate Frequently Asked Questions

1. What is the ND Energy Star Appliance Rebate Program?

The North Dakota Department of Commerce (Commerce) has received \$615,000 of American Recovery and Reinvestment Act (ARRA) funding to provide rebates for energy efficient refrigerators. Commerce will be issuing these funds to consumers in the form of a \$150 debit Visa card.

2. Who is eligible for the program?

All North Dakota residents are eligible for this program.

3. How many rebates can I get?

Rebates are limited to one applicant per household.

4. When does the program start and end?

The rebate program is expected to begin on April 6th at 9 am and will end when all funds have been allotted.

5. How does the program work?

Starting April 6th, applicants will need to sign up via the North Dakota Appliance Rebate program at [http:// www.ndenergystarrebate.com](http://www.ndenergystarrebate.com). This 'allots' your rebate. Approximately 3,800 rebates will be allotted. After entering your information and hitting the 'submit' button, a form with your unique identifier will appear and be sent to the email address you provided. To complete this process, you will need to print and submit this form to the North Dakota Department of Commerce after purchasing your refrigerator. You have 90 days from the date you receive this form to submit a complete application to the North Dakota Department of Commerce. A complete application includes the program form, purchase receipt and proof of disposal from a qualified dealer or a landfill. The list of qualified dealers can be found [here](#). Please note that purchase of a refrigerator does not guarantee approval of a rebate. A flowchart of the rebate process is shown below. Rebate reservations will be processed on a first come, first serve basis.

6. Does the form guarantee me a rebate?

No. Accessing the North Dakota Appliance Rebate site and printing off a rebate form reserves a rebate but does not guarantee it. Each applicant must complete the form and return it to the North Dakota Department of Commerce with the required information before a rebate will be issued.

7. What happens when all funds are allotted?

The website will continue to allow applicants to apply for a rebate after all funds have been allotted, however a form will not be provided. Instead, applicants will be put on a waiting list in case some rebates are not issued. Rebates on the waiting list will be awarded on a first come, first serve basis. Waiting list applicants will be notified by email if they become eligible for a rebate.

8. Can I make a copy of my rebate form for my friends?

No. Each form comes with a unique identifier specific to that rebate. Applicants must go to the website to reserve their rebate.

9. What appliances are included in the program?

Only full sized (7.75 cubic feet or greater) Energy Star refrigerators are eligible for the program. A list of allowed Energy Star refrigerators is [here](#).

10. Why only refrigerators?

The North Dakota Department of Commerce – limited the rebates to refrigerators because:

- a. It reduces administrative costs which enables us to maximize the number of rebates available to North Dakota residents.
- b. Refrigerators provide significant energy savings compared to other appliances.
- c. It reduces opportunity for fraud.

11. I recently bought a refrigerator, can I get a rebate?

Only those refrigerators purchased on or after the start of the program qualify for the rebate. No backdating is allowed.

12. Do I have to recycle my old refrigerator?

Yes.

13. How will you know if I recycled?

The rebate application requires proof of proper refrigerator disposal. This can be done by buying your refrigerator from a [qualified retailer](#) who will dispose of the old refrigerator. Proof of disposal can also be obtained from a landfill if you dispose of your refrigerator yourself.

14. Why should I replace an appliance that works just fine?

The purpose of the program is to replace older, less efficient refrigerators with ones that are more energy efficient and cost effective.

15. Can I buy from any retailer?

Yes. However, qualified retailers are equipped to handle the disposal of the old refrigerator. This reduces the amount of paperwork required to receive a rebate. If the refrigerator is purchased from a non-qualified retailer, proof of disposal is required. Consumers may purchase refrigerators from retailers in other states but will be required to show proof of disposal.

16. How much is the rebate?

Each rebate is \$150.

17. How will I get my rebate?

Rebates will be mailed in the form of a \$150 pre-paid Visa debit card.

18. Do I have to fill out a ton of paperwork?

To receive a rebate you must provide a completed rebate form located on the website, proof of purchase of a qualified Energy Star refrigerator and receipt of disposal (if purchased from a non-qualified retailer).

19. How long do I have to submit my paperwork?

Applicants have 90 days from when they applied for their rebate at www.ndenergystarrebate.com to submit the required paperwork to the Department of Commerce. Applications received after the 90 day window will be rejected and those allotted funds will be provide to those on the waiting list on a first come/first serve basis.

20. Why am I getting a debit card and not a check/cash?

Debit cards are being used in order to reduce administrative costs and stimulate the economy.

21. How long will it take to get my rebate?

Applicants should expect to receive their debit cards within 6 – 8 weeks of submittal of a complete application.

22. Do I have to use my debit card where I bought my appliance?

No. The VISA debit cards can be used wherever VISA cards are accepted.

23. Are there any conditions for using the debit card?

There are some conditions to using the VISA debit card. They are located [here](#). A copy will also be mailed along with the card.

24. If have other question about the program, how do I ask them?

You can contact the Program Manager via [email](#) or call (701) 328-5300.

The Program Process Flow is listed on the next page.



